104 – COLLECTIONS Change #1-2016 September 1, 2016

I. THIS CHAPTER PROVIDES INSTRUCTIONS AND INFORMATION FOR:

- The Collections Menu function options;
- The Collections Menu function keys;
- The Payments field descriptions;
- The Payments function keys;
- Adding a payment by referral ID;
- Adding a payment by individual ID;
- Displaying a payment;
- Entering a Compromised Amount (FNS Only);
- Undoing a Compromised Amount (FNS Only);
- Increasing the Current Balance;
- Decreasing the Current Balance;
- Applying a payment/adjustment;
- The Payment History By Referral field description;
- The Payment History By Referral function keys;
- Displaying a list of payment history by referral;
- Viewing payment details (Payment History By Referral);
- The Payment History By Individual field descrip;
- The Payment History By Individual function keys;
- Displaying a list of Payment History By Individual;
- Viewing payment Details (Payment History By Individual);
- The NC Debt Setoff Pending function keys;
- Setting or Updating a DOR appeal flag;

- Setting DOR O appeal flag;
- TOP Payments Online Posting/Correction/Refund/Reversal
- Entering field details using F4 key;
- Searching for an individual ID.
- EIS Recoupment Process
- FSIS Recoupment Process

II. COLLECTIONS MENU

A. Collections Menu Options

OPTION	DESCRIPTION
1. Payments/Adjustments/	To enter payments or adjustments
Reversals	
2. Payment History by Referral	To view payment history by referral
3. Payment History by Individual	To view payment history by individual
4. NC Debt Setoff Pending Intercept	To view, apply and update pending
	NC tax intercepts

B. Collections Menu Function Keys

Кеү	DESCRIPTION
F1	To access EPICS on-line help
F3	To exit and return to the Main
	Menu

III. PAYMENTS

Payments can be received from many sources, such as the individual, Recoupments, Tax Intercept, etc. It is required that these payments be recorded and maintained in EPICS. The *PAYMENTS* screen provides the investigator or collector with a means for entering payments and updating claim balances.

A. Payments Field Descriptions

FIELD	DESCRIPTION	REQUIRED	SYSTEM	OPTIONAL
			GENERATED	
Referral ID	10 digit number generated by the system upon creation of a	X		
	referral			
Debtor Individual ID	Unique ID associated with the debtor supplied by CNDS	X		
NAME	Last name, suffix, first name, and middle initial of the debtor		X	
SSN	Debtor's social security number		Х	
DOB	Debtor's date of birth		Х	
SEX	Debtor's sex		Х	
COUNTY	3 digit number between the values of 000-100 representing the issuing county in which the overpayment took place		X	
PROGRAM	Up to 4 character code that identifies the benefits program to which the referral applies		Х	
CASE ID	Program Case ID associated with referral		Х	
COUNTY CASE #	County case number associated with the referral		Х	

FIELD	DESCRIPTION	REQUIRED	System	OPTIONAL
			GENERATED	
TYPE OF CLAIM	Up to 4 character		Х	
	code that identifies			
	the type of claim			
OP/OI BALANCE	Up to 9 character;		Х	
	the current balance of the			
	claim			
OVERPAYMENT	Start and ending		Х	
PERIOD	date of the		Λ	
	overpayment			
METHOD OF	Up to 15	Х		
COLLECTION	characters;			
	identifies the			
	means in which			
	the money is			
	collected		-	
OVERCOLLECTIO	Up to 9		Х	
N AMOUNT	characters;			
	amount of			
	overcollection made to the			
	payment –			
	generally a refund.			
PAYOR NAME	Up to 30	Х		
	characters; name			
	of the debtor			
	making the			
	payment (Defaults			
	to the Case head			
	payee on the			
	referral unless			
	changed)	×		
PAYMENT AMOUNT	Up to 9 characters;	X		
	amount of			
	payment made			
	against the claim			
AMT APPLIED	Up to 9		Х	
	characters;			
	amount of			
	payment applied			
0	to claim			
CHECK NUMBER	Up to 5			Х
	characters;			
	number of check if			
	the client is paying			
	by check			

FIELD	DESCRIPTION	REQUIRED	System Generated	OPTIONAL
DATE RECEIVED	10 character (MM/DD/YYYY) date the payment was posted- defaults to the current date	X		
RECEIPT #	10 character receipt number		Х	
COLLECTOR	County Worker number of the person signed in posting the payment.		Х	
CREATE DATE	10 character (MM/DD/YYYY) date the payment was actually entered into the system		X	
COMMENTS	Up to 80 characters; textual description about the payment			Х

B. Payment Function Keys

Кеү	DESCRIPTION
F2	To clear the screen
F3	To exit and return to the Main Menu
F4	To display a list
F6	To add the payment (save)
F7	To display a payment
F8	To enter a payment correction
F12	To cancel or return to the previous screen

C. Payment By Referral ID Or Individual ID

A collector can add a payment by applying it to a specific referral. There may be multiple debtors assigned to a particular referral. Always ensure you are posting the payment to the correct debtor.

If multiple debtors, i.e. husband and wife, are paying on a *specific* referral, they should be posted by Referral ID versus Debtor Individual ID. This ensures the entire payment(s) is credited on a specific referral.

- 1. To add a payment by referral ID
 - a. From the **MAIN MENU**, key the number 4 in the **Enter Option** field and press **Enter**. The COLLECTIONS MENU displays.
 - b. In the **ENTER OPTION** field, key the number 1 and press **Enter**. The PAYMENTS screen displays.

NAME: DOB: _	SEX:	
COUNTY: PROGRAM:	CASE ID:	COUNTY CASE #:
METHOD OF COLLECTION: _ PAYOR NAME:	+ CYCLE NUM: + AMT APPLIED: _	OVERPAYMENT PERIOD: 00/00/0000 00/00/0000 00/00/0000 00/00/0000 00/00/0000 00/00/0000 00/00/0000 00/00/0000
COLLECTOR: PAYMENT COMMENT:		CREATE DATE:

- **NOTE:** If you do not know the code or value for a field, you may use the = and **F4** key to display a list of codes or values for the selection. This field attribute is only available on those fields that contain a + (plus sign) to the right of the field.
- c. In the **REFERRAL ID** field, key the ID and press **Enter**. The referral displays.
- d. In the **METHOD OF COLLECTION** field, key the collection method.

You may use the equal (=) key and F4 key to obtain the list of codes. From the list of codes, enter an 'S' under the SELECT column by the appropriate code. Press ENTER. The code selected is brought forward to the **METHOD OF COLLECTION** field.

e. In the **PAYOR NAME** field, verify payor's name. If necessary, select a different payor.

- **NOTE:** The **PAYOR NAME** field defaults to the case head payee name. If the case head payee is not making the payment, change the name to the appropriate payor. To accomplish this, enter = and press the F4 function key to select the appropriate debtor.
- f. In the **PAYMENT AMOUNT** field, key the dollar amount of the payment.
- g. In the **DATE RECEIVED** field, key the date the payment was received.

NOTE: The **DATE RECEIVED** field defaults to today's date unless changed.

- h. In the **PAYMENTS COMMENTS** field, enter a description of the payment, if necessary.
- i. To add/save the payment, press the **F6** function key.
 - **NOTE:** The **RECEIPT NUMBER** field is system generated upon adding the payment and the **OP/OI BALANCE** field reflects the new balance.

If another payment needs to be posted to the same referral, press the F2 function key to clear the screen and repeat above steps. Continue this process until all payments for the specific referral have been posted.

- j. To exit and return to the **MAIN MENU**, press the **F3** function key. The MAIN MENU displays.
- 2. To add a payment by Individual ID

A collector can apply a payment to an individual ID. If more than one referral is associated to the individual ID, EPICS distributes the money among all referrals for that individual ID.

If a single program is tied to the Individual ID, all moneys are applied to the oldest claim first. If multiple programs are tied to the Individual ID, the moneys are divided amongst all programs paying on the oldest claim first.

- **NOTE:** If the method of collection is **STATE TAX INTERCEPT**, it is required to apply the payment by debtor individual ID.
- a. From the **MAIN MENU**, key the number 4 in the **Enter Option** field and press **Enter**. The COLLECTIONS MENU displays.
- b. In the **ENTER OPTION** field, key the number 1 and press **Enter**. The PAYMENTS screen displays.

NOTE: If you do not know the code or value for a field, you can use the = and **F4** keys to display a list of codes or values for the selection. This field attribute is only available on those fields that contain a + (plus sign) to the right of the field.

NAME: DOB: _	SEX:	
COUNTY: PROGRAM: _	CASE ID:	COUNTY CASE #:
TYPE OF CLAIM:	OVER	
OP/OI BALANCE:	COLLECTION:	OVERPAYMENT PERIOD:
METHOD OF COLLECTION:		
PAYOR NAME:	+	00/00/0000 00/00/0000
PAYMENT AMOUNT:	AMT APPLIED:	00/00/0000 00/00/0000
CHECK NUMBER: DATE RECEIVED:		00/00/0000 00/00/0000
DATE RECEIVED:	RECEIPT #:	
COLLECTOR:		CREATE DATE:
PAYMENT COMMENT:		

- **NOTE:** If you do not know the code or value for a field, you can use the = and **F4** keys to display a list of codes or values for the selection. This field attribute is only available on those fields that contain a + (plus sign) to the right of the field.
- c. In the **DEBTOR INDIVIDUAL ID** field, key the debtor ID and press **Enter**. The debtor information displays.
- d. In the **METHOD OF COLLECTION** field, key the collection method.

You may use the equal (=) key and F4 key to obtain the list of codes. From the list of codes, enter an 'S' under the SELECT column by the appropriate code. Press ENTER. The code selected is brought forward to the **METHOD OF COLLECTION** field.

NOTE: If the payment is a cash payment or recoupment, and all open claims (in CO status) are associated to the same program, the payment is applied to the oldest claim first. If the payment is cash and all open claims (in CO status) are associated to different programs, the payment is equally divided amongst each of the programs, paying on the oldest claim first.

- e. In the **PAYMENT AMOUNT** field, key the dollar amount of the payment.
- f. In the **DATE RECEIVED** field, key the date the payment was received.

NOTE: The **DATE RECEIVED** field defaults to today's date unless changed.

- g. If necessary, enter data in the optional fields.
- h. To add/save the payment, press the **F6** function key.

NOTE: The **RECEIPT NUMBER** field is system generated upon adding the payment.

i. To exit and return to the **MAIN MENU**, press the **F3** function key. The MAIN MENU displays.

D. Display a Payment By Receipt Number

- 1. From the **MAIN MENU**, key the number 4 in the Enter Option field and press **Enter**. The COLLECTIONS MENU displays.
- 2. In the **ENTER OPTION** field, key the number 1 and press **Enter**. The PAYMENTS screen displays.
- 3. In the **RECEIPT #** field, key the number and press Enter or the F7 function key. The payment displays.
 - **NOTE:** Multiple payments tied to one receipt can not be displayed using the Payment screen. The error message, 'MULTIPLE REFERRALS FOR RECEIPT #. GO TO PAYMENT HISTORY BY REF/IND' is displayed.
- 4. To exit and return to the **MAIN MENU**, press the F3 function key. The MAIN MENU displays.

E. Compromised Amounts (FNS ONLY)

1. To enter a Compromised Amount (FNS Only)

There are times when the overpayment and current balance originally entered into EPICS on the Claim Detail screen is different, due to a negotiation or judgement and needs to be adjusted. Entering a compromised amount does this.

When you enter a compromised amount, the current balance will subtract the amount entered to reflect the change, i.e., original overpayment and current balance was \$250.00. You enter a compromised amount of \$100.00. Your Current Balance field now reflects a balance of \$150.00, providing no payments have been made.

The Overpayment Amount field automatically changes. This field is unprotected and can be changed by the end-user.

- a. From the **MAIN MENU**, key the number 4 in the Enter Option field and press Enter. The COLLECTIONS MENU displays.
- b. In the **ENTER OPTION** field, key the number 1 and press Enter. The PAYMENTS screen displays.
- c. In the **REFERRAL ID** field, key the ID and press Enter. The referral displays.
- d. In the **METHOD OF COLLECTION** field, key the code AJCA, Adjustment Compromised Amount.
- e. In the **PAYOR NAME** field, verify payor's name. If necessary, select a different payor.

NOTE: The **PAYOR NAME** field defaults to the case head payee name.

- f. In the **PAYMENT AMOUNT** field, key the dollar amount of the compromise.
- g. In the **DATE RECEIVED** field, key the date of the compromise.

NOTE: The **DATE RECEIVED** field defaults to today's date unless changed.

- h. In the **PAYMENTS COMMENTS** field, enter a description of the compromise, if necessary.
- i. To add/save the compromise, press the F6 function key.
 - **NOTE:** The **RECEIPT NUMBER** field is system generated upon adding the compromise and the **OP/OI BALANCE** field reflects the new balance.
- j. To exit and return to the MAIN MENU, press the F3 function key. The MAIN MENU displays.
- 2. To undo a Compromised Amount (FNS Only)

Once a Compromised Amount has been entered, the field becomes protected and must be adjusted through the payment screen.

You may need to adjust the amount for reasons such as, entered in error.

You **cannot** enter a dollar amount for undoing a compromised amount. The system will automatically adjust (add back) the exact dollar amount of the compromised amount, to the current balance.

- a. From the **MAIN MENU**, key the number 4 in the Enter Option field and press Enter. The **COLLECTIONS MENU** displays.
- b. In the **ENTER OPTION** field, key the number 1 and press Enter. The PAYMENTS screen displays.
- c. In the **REFERRAL ID** field, key the ID and press Enter. The referral displays.
- d. In the **METHOD OF COLLECTION** field, key the code AJUC, Adjustment Uncompromised Amount.
- e. In the **PAYOR NAME** field, verify payor's name. If necessary, select a different payor.

NOTE: The **PAYOR NAME** field defaults to the case head payee name.

f. In the **DATE RECEIVED** field, key the date of the compromise.

NOTE: The **DATE RECEIVED** field defaults to today's date unless changed.

- g. In the **PAYMENTS COMMENTS** field, enter a description of undoing compromise, if necessary.
- h. To add/save the adjustment, press the F6 function key.

NOTE: The **RECEIPT NUMBER** field is system generated upon undoing the compromise and the **OP/OI BALANCE** field reflects the new balance.

i. To exit and return to the **MAIN MENU**, press the **F3** function key. The MAIN MENU displays.

F. Increase Current Balance (STATE LEVEL ACCESS ONLY)

The **CURRENT BALANCE** can only be increased by State staff. The error message: '**INSUFFICIENT AUTHORIZATION – RESTRICTED TO STATE PI STAFF ONLY. CONTACT STATE PI.'** is displayed should you attempt to adjust the **CURRENT BALANCE**.

If an adjustment is needed to increase the Current Balance, the county must fax the request to:

For AFDC and Work First Claims

Economic and Family Services staff at 919-334-1265.

Include on the fax request:

- a.. Casehead Name
- b. Referral ID
- c. Debtor Individual ID
- d. Reason for Increase of Balance
- e. Correct Balance Amount
- f. Signature of Supervisor

For Medicaid Claims:

DMA Program Integrity staff at 919-814-0036.

Include on the fax request:

- a.. Casehead Name
- b. Referral ID
- c. Debtor Individual ID
- d. Reason for Increase of Balance
- e. Correct Balance Amount
- f. Signature of Supervisor

For Food and Nutrition Services Claims:

FNSEP Program Integrity staff at 919-334-1265.

Include on the fax request:

- a.. Casehead Name
- b. Referral ID
- c. Debtor Individual ID
- d. Reason for Increase of Balance
- e. Correct Balance Amount
- f. Signature of Supervisor
- 1. From the **MAIN MENU**, key the number 4 in the Enter Option field and press Enter. The COLLECTIONS MENU displays.
- 2. In the **ENTER OPTION** field, key the number 1 and press Enter. The PAYMENTS screen displays.
- 3. In the **REFERRAL ID** field, key the ID and press Enter. The referral displays.
- 4. In the **METHOD OF COLLECTION** field, key the code AJCI, Adjustment Increase Current Balance.

5. In the **PAYOR NAME** field, verify payor's name. If necessary, select a different payor.

NOTE: The **PAYOR NAME** field defaults to the case head payee name.

- 6. In the **PAYMENT AMOUNT** field, key the dollar amount of the increase to be made to the current balance.
 - **NOTE:** The overpayment field can never be less than the current balance field. If this occurs, you must adjust the overpayment field prior to adjusting the current balance field.
- 7. In the **DATE RECEIVED** field, key the date of the increase.
 - **NOTE:** The **DATE RECEIVED** field defaults to today's date unless changed.
- 8. In the **PAYMENTS COMMENTS** field, enter a description of the increase, if necessary.
- 9. To add/save the increase, press the F6 function key.
- 10. To exit and return to the **MAIN MENU**, press the **F3** function key. The MAIN MENU displays.

G. To Decrease The Current Balance (STATE LEVEL ACCESS ONLY)

The **CURRENT BALANCE** can only be decreased by State staff. The error message: **'INSUFFICIENT AUTHORIZATION – RESTRICTED TO STATE PI STAFF ONLY. CONTACT STATE PI.'** is displayed should you attempt to adjust the **CURRENT BALANCE**.

If an adjustment is needed to decrease the Current Balance, fax the request to:

For AFDC and Work First Claims:

Economic and Family Services staff at 919-334-1265.

Include on the fax request:

- a.. Casehead Name
- b. Referral ID
- c. Debtor Individual ID
- d. Reason for Increase of Balance
- e. Correct Balance Amount
- f. Signature of Supervisor

For Medicaid Claims:

DMA Program Integrity staff at 919-814-0036.

Include on the fax request:

- a.. Casehead Name
- b. Referral ID
- c. Debtor Individual ID
- d. Reason for Increase of Balance
- e. Correct Balance Amount
- f. Signature of Supervisor

For Food and Nutrition Services Claims:

FNSEP Program Integrity staff at 919-334-1265.

Include on the fax request:

- a.. Casehead Name
- b. Referral ID
- c. Debtor Individual ID
- d. Reason for Increase of Balance
- e. Correct Balance Amount
- f. Signature of Supervisor
- 1. From the **MAIN MENU**, key the number 4 in the Enter Option field and press Enter. The COLLECTIONS MENU displays.
- 2. In the **ENTER OPTION** field, key the number 1 and press Enter. The PAYMENTS screen displays.
- 3. In the **REFERRAL ID** field, key the ID and press Enter. The referral displays.
- 4. In the **METHOD OF COLLECTION** field, key the code AJCD, Adjustment Decrease Current Balance.
- 5. In the **PAYOR NAME** field, verify payor's name. If necessary, select a different payor.

NOTE: The **PAYOR NAME** field defaults to the case head payee name.

- 6. In the **PAYMENT AMOUNT** field, key the dollar amount of the decrease to be made to the current balance.
 - **NOTE:** The overpayment field can never be less than the current balance field. If this occurs, you must adjust the overpayment field prior to adjusting the current balance field.

- 7. In the **DATE RECEIVED** field, key the date of the decrease.
 - **NOTE:** The **DATE RECEIVED** field defaults to today's date unless changed.
- 8. In the **PAYMENTS COMMENTS** field, enter a description of the decrease, if necessary.
- 9. To add/save the decrease, press the F6 function key.
- 10. To exit and return to the **MAIN MENU**, press the F3 function key. The MAIN MENU displays.

IV. PAYMENT/ADJUSTMENTS

Corrections to payments that were entered in error are known as *PAYMENT/ADJUSTMENTS*. The *DOR REVERSALS* are corrections mandated by DOR due to an error in the tax intercept process or a change in tax status. These funds are returned to the client debtor.

The *PAYMENT CORRECTION* screen is utilized to correct a payment. In order for a correction to a payment to be made, the system defaults to enter the **entire** incorrect amount back to the account. The person entering the payments must then enter a new payment for the correct amount. For example, if you entered a \$500.00 payment, and the amount should have been \$50.00, you would have to make a payment correction for the \$500.00 (which will make the balance increase) and make separate, new payment of \$50.00 (which will make the balance decrease).

EPICS does not allow payment corrections for an AFDC claim outside of the current month because AFDC is no longer a valid funding source.

To apply a payment/adjustment

- A. From the **MAIN MENU**, key the number 4 in the Enter Option field and press Enter. The COLLECTIONS MENU displays.
- B. In the **ENTER OPTION** field, key the number 1 and press Enter. The PAYMENTS screen displays.
 - **NOTE:** If you do not know the code or value for a field, you can use the **F4** key, which displays a list of codes or values for selection. This field attribute is only available on those fields that contain a + (plus sign) to the right of the field.
- C. In the **REFERRAL ID** field, key the ID and press Enter. The referral information displays.

Or

In the **DEBTOR INDIVIDUAL ID** field, key the ID and press Enter. The debtor information displays.

ige #1	-2005	COLLECTIONS	March 1, 2005
D.	In the Receipt # fie	eld, key the number and press	Enter. The payment displays.
E.	Press the F8 functi	on key. The PAYMENT COR	RECTIONS screen displays.
	FR39 N 06/29/2004	NC DHHS - ENTERPRISE PROGRAM IN	TEGRITY CONTROL SYSTEM
	FRD0391 12:01:52	PAYMENT CORREC	TION
	METHOD OF COLL	IT:	
	PAYMENT AMOUN	THOD OF COLLECTION: ADJ RECI IT: IE:	EIPT #: 000000000
	PAYMENT COMMEN PAYMENT CORRECT	T: FION FOR RECEIPT = 0000406018	
	F3=EXIT F6=ADD F	12=CANCEL	

- F. In the **CORRECTION DATE** field, change the date if necessary.
- G. In the **PAYMENT COMMENT** field, enter a description, if necessary.
- H. To add/save the payment, press the F6 function key.
 - **NOTE:** The **Receipt #** is system generated. The **Comments** field is system generated with the description: Payment reversal for receipt (the original receipt number).
- I. To exit and return to the **MAIN MENU**, press the **F3** function key. The MAIN MENU displays.

or

To return to the **PAYMENTS** screen and apply a new payment, press the **F12** function key. The PAYMENTS screen displays.

NOTE: Prior to applying a new payment, press the **F2** function key to clear the screen.

V. PAYMENT HISTORY BY REFERRAL

You can view a list of historical payment information (e.g. payment dates, payment amounts and ending balances) for a specified referral via the *PAYMENT HISTORY BY REFERRAL* screen.

A. Payment History By Referral Field Descriptions

FIELD	DESCRIPTION	REQUIRED	SYSTEM	OPTIONAL
D			GENERATED	
REFERRAL ID	10 digit number	Х		
	generated by the			
	system upon creation of a			
	referral			
Nana			X	
NAME	Last name, suffix,		X	
	first name, and middle initial of the			
	case head payee			
IND ID	Unique ID		Х	
	associated with		~	
	the case head			
	payee supplied by			
	CNDS			
SSN	Case head		Х	
	payee's social			
	security number			
DOB	Case head		Х	
_	payee's date of		-	
	birth			
SEX	Case head		Х	
	payee's sex			
COUNTY	3 digit number			
	from 000-100			
	representing the			
	county the debtor			
	is currently			
	assigned to for the			
	referral			
PROGRAM	Code that		Х	
	identifies the			
	benefits program			
	to which the			
	referral applies		V	
CASE ID	Program Case ID		Х	
	associated with referral			
COUNTY CASE #	County case		X	
COUNTY CASE #	number		^	
	associated with			
	the referral			
CURRENT	Current balance of		Х	
BALANCE	the claim		~	
DALANCE				

#1-2007	DESCRIPTION	DEGUNDED	Au	
FIELD	DESCRIPTION	REQUIRED	System Generated	ΟΡΤΙΟ
ORIGINAL OP/OI	Original		Х	
BALANCE	overpayment or			
	overissuance			
	amount of the			
	claim			
S	1 character code			X
	used to select a			
	referral for			
	viewing			
CREATE DT	Date the payment		Х	
	was made			
	against the claim			
RECEIVE DT	Amount of the		Х	
	payment made			
	against the claim			
AMOUNT	Total dollar		Х	
RECEIVED	amount received			
	for payment – this			
	amount may be			
	different than			
	amount applied			
AMOUNT APPLIED	Total dollar		Х	
	amount applied to			
	towards the			
	payment – this			
	amount may be			
	different than			
	amount received			
МЕТН	Means by which		Х	
	the money is			
A/	collected			
WRKR	The worker		Х	
	number for the			
	individual			
	entering the			
	payment		V	
OVERCOLLECTION	Difference		Х	
	between amount			
	received and			
	amount applied –			
	this is generally a			
	refund.			1

B. Payment History By Referral Function Keys

Key	DESCRIPTION
F1	To access EPICS on-line help
F3	To exit and return to the Main Menu
F4	To display a list
F7	To display the previous screen
F8	To display the next screen
F12	To cancel or return to previous screen

C. Display A List Of Payment History By Referral

- 1. From the **MAIN MENU**, key the number 4 in the **Enter Option** field and press **Enter**. The COLLECTIONS MENU displays.
- 2. In the **ENTER OPTION** field, key the number 2 and press **Enter**. The PAYMENT HISTORY BY REFERRAL screen displays.

FR43	NC DHHS	-			NTROL SYSTEM	
FRD0430		PAYMEN	F HISTORY E	3Y REFERRAL		11:33:14
NAME: IND. ID: COUNTY:	SSN: PROGRAM:	CASE	: – ID:	COUNTY CA		
CURRENT BA	LANCE:			DI BALANCE:		
				METH WRKR		
5 CREATE DI	RECEIVE DI	RECEIVED	APPLIED		COLLECTION	
F1=HELP F3=	EXIT F4=LIST	F7=PREV F8	=NEXT F12	=CANCEL		

- 3. In the **REFERRAL ID** field, key the ID and press **Enter**. The payment history information displays (if a history exists).
- 4. View the information.
 - **NOTE:** If there are multiple payments, you may need to view more than one screen. Press the **F8** function key to view the next screen and press the **F7** function key to return to the previous screen, if necessary.
- 5. To exit and return to the **MAIN MENU**, press the **F3** function key. The MAIN MENU displays.

D. View Payment Details By Referral

- 1. From the **MAIN MENU**, key the number 4 in the **Enter Option** field and press **Enter**. The COLLECTIONS MENU displays.
- 2. In the **ENTER OPTION** field, key the number 2 and press **Enter**. The PAYMENT HISTORY BY REFERRAL screen displays.
- 3. In the **REFERRAL ID** field, key the ID and press **Enter**. The payment history information displays.
 - **NOTE:** If you do not know the code or value for a field, you can use the = and **F4** keys to display a list of codes or values for the selection. This field attribute is *not* available for all fields, but only those fields that contain a + (plus sign) to the right of the field.
- 4. To select and view the payment, locate the payment entry and key an S to the left of the payment and press **Enter**. The payment displays.
 - **NOTE:** If there are multiple payments, you may need to view more than one screen. Press the **F8** function key to view the next screen and press the **F7** function key to return to the previous screen.
- 5. View the payment details.
 - **NOTE:** The **PAYMENTS** screen is read-only. Thus, you cannot make edits/updates. If you decide a payment needs to be adjusted return back to the **COLLECTIONS MENU** and select option 1.
- 6. To exit and return to the **MAIN MENU**, press the **F3** function key. The MAIN MENU displays.

or

Press the F12 function key to return back to the Payment History screen.

VI. PAYMENT HISTORY BY INDIVIDUAL

You can view a list of historical payment information (e.g. receipt number, claim ID and payment amount) for a specified individual ID via the *PAYMENT HISTORY BY INDIVIDUAL* screen.

A. Payment History By Individual Screen Field Descriptions

FIELD	DESCRIPTION	REQUIRED	SYSTEM	OPTIONAL
	· · · · · · · -		GENERATED	
INDIVIDUAL ID	Unique ID	Х		
	associated with			
	the debtor			
NAME	supplied by CNDS		V	
NAME	Last name, suffix,		Х	
	first name, and middle initial of the			
	debtor for which			
	payment history is			
	to be viewed			
SSN	Debtor's social		Х	
	security number			
DOB	Debtor's date of		Х	
	birth			
SEX	Debtor's sex		Х	
U LA				
S	1 character code			Х
	used to select a			
	referral			
RECEIPT	The receipt		Х	
	number			
	associated with			
	the payment			
ΡΑΥ DATE	Date the payment		Х	
Decesso	was made		V	
REFERRAL	10 digit number		Х	
	generated by the			
	system upon creation of a			
	referral			
Метн	Method the		Х	
	payment was			
	made			
AMOUNT	Amount of the		Х	
APPLIED	payment applied			
	to referral claim			
CHECK NO.	Check number, if		Х	
	payment was			
	made by check;			
	TOP cycle number			
	if payment was			
	made by TOP			
	intercept			

FIELD	DESCRIPTION	REQUIRED	System Generated	OPTIONAL
OVERCOLLECTION	Difference between amount received and amount applied – this is generally a refund.		Х	

B. Payment History By Individual Function Keys

Key	DESCRIPTION
F1	To access EPICS on-line help
F3	To exit and return to the Main Menu
F4	To display a list
F7	To display the previous screen
F8	To display the next screen
F12	To cancel or return to the previous screen

C. Display A List Of Payment History By Individual

- 1. From the **MAIN MENU**, key the number 4 in the **Enter Option** field and press **Enter**. The COLLECTIONS MENU displays.
- 2. In the **ENTER OPTION** field, key the number 3 and press **Enter**. The PAYMENT HISTORY BY INDIVIDUAL screen displays.

FR41 FRD-0410	NC DHHS -			AM INTEGRITY CONT ORY BY INDIVIDUAL	ROL SYSTEM	02/03/02 13:01:17
INDIVIDUAL ID						MORE:
NAME: SSN:	DOB:		SE			
S RECEIPT	PAY DATE	REFERRAL	METH	AMOUNT APPLIED	CHECK NO	OVER COLLECTION
F1=HELP F3=I	EXIT F4= LIS	T F7=PREV	F8=NEX1	F12=CANCEL		

3. In the **INDIVIDUAL ID** field, key the ID and press **Enter**. The payment history list displays (if a history exists).

- 4. View the list.
 - **NOTE:** If there are multiple payments, you may need to view one than 1 screen. Press the **F8** function key to view the next screen of history and press the **F7** function key to return to the previous screen of history, if necessary.
- 5. To exit and return to the **MAIN MENU**, press the **F3** function key. The MAIN MENU displays.

D. View Payment Details By Individual

- 1. From the **MAIN MENU**, key the number 4 in the **Enter Option** field and press **Enter**. The COLLECTIONS MENU displays.
- 2. In the **ENTER OPTION** field, key the number 3 and press **Enter**. The PAYMENT HISTORY BY INDIVIDUAL screen displays.
- 3. In the **INDIVIDUAL ID** field, key the ID and press **Enter**. The payment history information displays.
- 4. To select and view the payment, key an S in the **S** column to the left of the payment entry.
 - **NOTE:** If there are multiple payments, you may need to view more than 1 screen. Press the **F8** function key to view the next screen of history and press the **F7** function key to return to the previous screen of history, if necessary.
- 5. Press **Enter**. The PAYMENTS screen displays.
- 6. View the payment details.
 - **NOTE:** The **PAYMENTS** screen is read-only. Thus, you cannot make edits/updates. If you decide a payment needs to be adjusted return back to the **COLLECTIONS MENU** and select option 1.
- 7. To exit and return to the **MAIN MENU**, press the **F3** function key. The MAIN MENU displays.

VII. NC DEBT SETOFF PENDING INTERCEPTS

The NC DEBT SETOFF PENDING INTECEPTS function allows you to view a list of NC DOR intercepts that have been received by EPICS. These intercepts are waiting for the 30-day appeal process to be completed before funds can be applied to claim balances. This screen is designed to only show referrals in the **PENDING** stage of the DOR process. If payments or refunds have been applied to the referral(s), they will not appear on this screen.

From the **NC DEBT SETOFF PENDING INTERCEPTS** screen, you can set and identify those intercepts for which the debtor requests an appeal.

Additionally, you can identify those intercepts, which will be applied to the claim balances due to the 30-day timeframe expiring without a response from the debtor.

If the debtor waives their right to the funds it will immediately be removed from this screen and payment and/or refund will be applied to the referral(s). If the appeal decision ruling is in the favor of the county, the referral(s) will disappear from the screen the next time the Apply Payment batch job is run by EPICS.

NOTE: Any updates to DOR and TOP, please mail or fax request on county letterhead to the appropriate State DMA or DSS staff to the following:

Mailing address: DMA, Quality Assurance Section-18 2501 Mail Service Center Raleigh, NC 27699-2501 Fax number: (919) 814-0036

Mailing address: DSS Economic and Family Services 2420 Mail Service Center Raleigh, NC 27699-2420 Fax number: (919) 334-1265

The request must include: Referral ID Case head Name Program Case ID Justification for refund of interception Amount of the interception Reason for the interception refund Investigator's signature Program Integrity supervisor's signature

Upon approval of the request, State staff will process release of the interception.

A. NC DEBT SETOFF Pending Intercepts Field Descriptions

FIELD	DESCRIPTION	REQUIRED	SYSTEM GENERATED	OPTIONAL
SSN	9 digit number for	Х	GENERATED	
	the debtor's social security number			
NAME	Last Name (up to 20 characters),		Х	
	Suffix (up to 3			
	characters), First Name (up to 12			
	characters), and			
	Middle Initial (1			
	character) of the debtor			
INDIVIDUAL ID	10 character		Х	
	number of the case head payee			
	provided by CNDS			
DOB	10 character date of the case head		Х	
	payee's date of			
SEX	birth 1 character code		Х	
ULX	for the individual		X	
S	debtor's sex 1 character code			Х
3	used to select a			^
Apl Ind	referral for viewing	X		
APL IND	Set by the county when a debtor	X		
	request an appeal			
	that suspends tax intercept until the			
	outcome of the			
	hearing or waives an appeal			
Рсм	Code that		Х	
	identifies the benefits program			
	to which the			
Referral	referral applies 10 digit number		X	
NEFERRAL	generated by the		~	
	system upon			
	creation of a referral			

Change	ENTERPRISE F #1-2007	RITY CONTROL SYSTEM (EPICS) FIONS August 1, 2007			
	EST. DATE	10 character date in which the claim goes into CO status, by entering the Claim Type as AE, SIE, IHE, or IPV		Х	
	Ситу	3 digit number from 000-100 representing the issuing county in which the overpayment took place		X	
	CURRENT BALANCE	Up to 9 characters; Current amount due on the claim		Х	
	Amount Intercepted	The amount of money intercepted as a result of NC Debt Setoff for the selected referral		Х	
	INTERCEPT DATE	The date the money was intercepted by DOR.		X	
	NOTICE DATE	The date the NC Debt Setoff 30- Day Notice was sent to the debtor.		Х	

Кеү	DESCRIPTION
F1	To access EPICS on-line help
F3	To exit and return to the Main Menu
F4	To display a list
F5	To flow to the Claim Detail Screen for the selected
	Referral
F6	To flow to the Debtor Detail Screen for the selected
	Referral
F7	To display the previous screen (page up)
F8	To display the next screen (page down)
F9	To update the Appeal information
F10	To flow to the Payment History by Individual screen
F11	To flow to the Payment History by Referral screen
F12	To cancel or return to the previous screen

B. NC Debt Setoff Pending Function Keys

C. Set Or Update An Appeal Flag

When a client requests an appeal within the 30-day period, you must set the appeal flag. Likewise, when the appeal status has changed, you must update the appeal field.

- 1. From the **MAIN MENU**, key the number 4 in the **Enter Option** field and press **Enter**. The COLLECTIONS MENU displays.
- 2. In the **ENTER OPTION** field, key the number 4 and press **Enter**. The NC DEBT SETOFF PENDING screen displays.

FR45 FRD0450 SSN IND ID:	NC DHHS - ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM 08/24/2004 NC DEBT SETOFF PENDING INTERCEPTS 11:39:03 MORE:
APL S IND PGM REF	CURRENT AMOUNT INTERCEPT NOTICE FERRAL EST. DATE CNTY BALANCE INTERCPTD DATE DATE
	3=EXIT PF4=LIST PF5=CLAIM DTL PF6=DEBTOR DTL 8=NEXT PF9=UPDATE PF10=PYMT INDV PF11=PYMT REFERRAL PF12=CANCEL

- 3. In the **SSN** field, key the SSN of the debtor and press **Enter**. The referrals eligible for appeal or pending referrals that have been appealed will appear.
- 4. In the **S** column, key an S beside the referral that requires an appeal to be set or the appeal that needs to be updated.
 - NOTE: There may be multiple screens to view. If necessary, press theF8 function key to view the next screen of individuals and pressthe F7 function key to view the previous screen of individuals.
- 5. In the **APL IND** field, key the code for the type of appeal the debtor is requesting or the updated status of the appeal. The = F4 function may be used.
- 6. To save and update the screen, press the **F9** function key.

NOTE: If you have multiple appeal flags to set, repeat steps 3-5.

7. To exit and return to the **MAIN MENU**, press the **F3** function key. The MAIN MENU displays.

D. Set Or Update An "O" Code Appeal Flag

There are times when a debtor was selected for DOR intercept and should not have been. The O code was created to generate an automatic refund to a debtor

- 1. From the **MAIN MENU**, key the number 4 in the **Enter Option** field and press **Enter**. The COLLECTIONS MENU displays.
- 2. In the **ENTER OPTION** field, key the number 4 and press **Enter**. The NC DEBT SETOFF PENDING screen displays.

	RISE PROGRAM INTEGRITY CONTROL SYSTEM 02/28/2001 SETOFF PENDING INTERCEPTS 10:57:34 MORE:
SSN* NAME: IND ID: DOB:	SEX:
APL S IND PGM REFERRAL EST	CURRENT AMOUNT INTERCEPT NOTICE DATE CNTY BALANCE INTERCEPTD DATE DATE
_	LIST PF5=CLAIM DTL PF6=DEBTOR DTL JPDATE PF10=PYMT INDU PF11=PYMT REFERAL

- 3. In the **SSN** field, key the SSN of the debtor and press **Enter**. The referrals eligible for appeal or pending referrals that have been appealed will appear.
- 4. In the **S** column, key an S beside the referral that requires an appeal to be set or the appeal that needs to be updated.
 - **NOTE:** There may be multiple screens to view. If necessary, press the **F8** function key to view the next screen of individuals and press the **F7** function key to view the previous screen of individuals.
- 5. In the **APL IND** field, key the code O.
- 6. To save and update the screen, press the **F9** function key.
- 7. To exit and return to the **MAIN MENU**, press the **F3** function key. The MAIN MENU displays.

VIII. TOP PAYMENT ONLINE POSTING/CORRECTION/REFUND/REVERSAL (STATE LEVEL ACCESS ONLY)

There are times that State Staff must post TOP payments, issue refunds as tax intercept flag was not set, or a TOP reversal cannot automatically be completed by EPICS.

- A. Post Payment By Referral
 - 1. From the **MAIN MENU**, select option 4, **COLLECTIONS MENU**.
 - 2. From the COLLECTIONS MENU, select option 1, PAYMENTS/ADJUSTMENTS/REVERSALS.
 - 3. On the **PAYMENTS** screen, key the referral ID number and press ENTER.
 - 4. Enter **METHOD OF COLLECTION** of 'T', **CYCLE NUM**, and **PAYMENT AMOUNT** (Amount minus the collection fee).
 - 5. Enter any **COMMENT**; however, this is an optional field.
 - 6. Press F6 (ADD). The TOP payment is posted.

B. Post Payment By Individual ID Number

- 1. From the **MAIN MENU**, select option 4, COLLECTIONS MENU.
- 2. From the COLLECTIONS MENU, select option 1, PAYMENTS/ADJUSTMENTS/REVERSALS.
- 3. On the **PAYMENTS** screen, key the individual ID number and press ENTER.

- 4. Enter **METHOD OF COLLECTION** of 'T', **CYCLE NUM**, and **PAYMENT AMOUNT** (Amount minus the collection fee).
- 5. Enter any **COMMENT**; however, this is an optional field.
- 6. Press F6 (ADD). The TOP payment is posted.

C. TOP Payment Correction/Refund

TOP payment correction is used to back out a payment that has been applied to a claim. No notice is sent to the debtor in this situation.

- 1. Correction
 - a. From the **MAIN MENU**, select option 4, **COLLECTIONS MENU**.
 - b. From the COLLECTIONS MENU, select option 3, PAYMENT HISTORY BY INDIVIDUAL.
 - c. On the **PAYMENT HISTORY BY INDIVIDUAL** screen, key the individual ID number and press ENTER. The payment history for that individual displays.
 - d. Enter an S by the TOP payment for which a correction is needed. The **PAYMENTS** screen displays. Press F8 (CORRECT). Press ENTER.
 - e. The **TOP PAYMENT CORRECTION** displays with the payment information selected. Press F6 (CORRECT). The payment is adjusted out. The claim balance increases. If the claim is in closed status (CL), the system changes to open status (CO).
- 2. Refund

Before a refund can be completed, the payment needs to be backed out. See above for Correction instructions.

- a. From the **MAIN MENU**, select option 4, **COLLECTIONS MENU**.
- b. From the COLLECTIONS MENU, select option 3, PAYMENT HISTORY BY INDIVIDUAL.
- c. On the **PAYMENT HISTORY BY INDIVIDUAL** screen, key the individual ID number and press ENTER. The payment history for that individual displays.
- d. Enter an S by the TOP payment for which a correction is needed. The **PAYMENTS** screen displays. Press F8 (CORRECT). Press ENTER.

- e. The **TOP PAYMENT CORRECTION** screen displays. Complete a payment correction by pressing F6 (CORRECT).
- f. Enter the **REFUND AMOUNT** and **REFUND FEE**. Press F8 (REFUND). A confirmation message is displayed 'WAS REFUND FEE ENTERED? CONFIRM BY PRESSING F8'. Press F8 again. The payment is adjusted out and displays as ADJ.

D. Top Payment Reversal

A notice is generated when a TOP Payment Reversal is manually completed.

- 1. From the **MAIN MENU**, select option 4, **COLLECTIONS MENU**.
- 2. From the COLLECTIONS MENU, select option 3, PAYMENT HISTORY BY INDIVIDUAL.
- 3. On the **PAYMENT HISTORY BY INDIVIDUAL** screen, key the individual ID number and press ENTER. The payment history for that individual displays.
- 4. Enter an S by the TOP payment for which a correction is needed. The **PAYMENTS** screen displays. Press F8 (CORRECT). Press ENTER.
- 5. The **TOP PAYMENT CORRECTION** screen displays. Press F9 (REVERSAL).

E. TOP Payment Correction Screen

PAYOR NAME:
PAYMENT COMMENT PAYMENT CORRECTION FOR RECEIPT = 0000220516

IX. UTILIZING F4

If you do not know the code or value for a field, you can use the F4 key, which will display a list of codes or values for selection. This field attribute is only available in those fields that contain a + (plus sign) to the right of the field.

To enter field details using F4

- 1. In the field that contains a + (plus sign) to the right of the field, key = (equal sign) and press **F4**. The specific code list screen displays.
- 2. To select a code or value, tab to the appropriate code/value in the **S** column and key s.
- 3. Press **Enter**. The previous screen displays with the field populated with the selected code or value.
- 4. Continue entering or updating the screen details.

X. NAME SEARCH

When you are working with referrals and are uncertain of the individual ID, use the *Name Search* function. This searching method provides you with the capability to search CNDS for an individual ID number. There are 4 search criteria. You can *only* select one search method:

- 0 Name, Sex, Date of Birth only
- 1 SSN (social security number) only
- 2 Individual ID only
- 3 Case ID only

A. Name Search Function Key Descriptions

Key	DESCRIPTION
F1	To access EPICS on-line help
F3	To exit and return to the Main Menu
F4	To clear the search criteria fields
F11	To display the Maintain Client screen
F12	To return to the previous screen

B. Search Individual ID Using Name Search Function

- 1. In the **INDIVIDUAL ID** field, key = and press **F4**. The NAME SEARCH screen displays.
- 2. Select a search method and key the appropriate information in the field(s).

- 3. To initiate the search, press **Enter**. The Name List screen displays with all records that match your search criteria.
- 4. In the **Sel** column, key a S in the field next to the appropriate individual and press **Enter**. The previous screen displays with the data from the search.
- 5. Continue entering or updating the screen details.

XI. AFDC/TANF RECOUPMENT PROCESS

- A. NCFAST drives the recoupment process. The worker enters the recoupment amount into NCFAST. If the amount entered is greater than \$99, the case is displayed on the FRD401 Error Report with the message: RECOUPMENT AMOUNT EXCEEDS \$99.
- B. NCFAST sends EPICS the case ID's that contain recoupment data. EPICS searches CNDS for all individual ID numbers that are included on the NCFAST case.

If client is not found, the case is displayed on the FRD401 EIS Recoupment Error Report with the message: CNDS CONTAINS NO PERSON FOR THIS CASE.

- C. The program searches to determine the persons included on the NCFAST case and determines if the dependent indicator is I or P (CNDS).
- D. Using the information in C. above, the program determines which persons are debtors in EPICS and if:
 - 1. The Referral Status is CO
 - 2. The Program is AFDC or TANF
 - 3. The Current Balance is greater than zero (0.00)
 - 4. The Claim Type is IPV, IHE, AE, SIE

They are excluded if:

- 1. Claim is Deleted
- 2. Claim Debtor is Deleted
- 3. Claim Category is IPV and Substantiation Method is S, A, or D and the Repayment Approach Method of Collection is not equal to R
- 4. Criminal Judgement Date is greater than 0001-01-01 and the Repayment Approach Method of Collection is not equal to R
- 5. The Letter of Overpayment Date (LOI) must be 10 working/business days greater than the run date
- E. If debtor(s) is found, EPICS divides the recoupment amount equally amount the debtors on the AFDC or TANF case.
- F. EPICS sorts all claims involved and posts to the oldest claim first for each debtor.

- G. If no debtors eligible for recoupment are found, the case is displayed on the FRD401 EIS Recoupment Error Report with the message: NO CLAIM TO POST MONEY
- H. If there is an error applying the payment due to debtor-referral combinations, the case is displayed on the FRD401 EIS Recoupment Error Report with the message: FRDC1APP:APPLY PAYMENT ERROR. This message indicates the invalid relationship between the debtor and referral ID and they do not match, thus unable to apply a payment
- I. If a benefit has been issued and the benefit displays in NCFAST or if the benefit is re-issued/restored, the recoupment is not posted in EPICS nor does it appear on the FRD401 EIS Recoupment Error Report.
- J. When an EIS Recoupment appears on the FRD401 EIS Recoupment Error Report due to the following errors:

No Claim to post money Individual not a debtor in EPICS Recoupment Amount Exceeds \$99/Invalid Recoupment Amount Apply Payment Error indicates the debtor and referral ID do not match.

Either:

1. Post the recoupment in EPICS using Local Recoupment 'LR' Method of Collection

- 2. Issue supplemental benefits through NCFAST
- 3. Both 1 and 2 above.

XII. **FNS** RECOUPMENT PROCESS

- A. EPICS identifies all FNS claims that are eligible for recoupment. To be eligible for recoupment:
 - 1. The Referral Status must equal CO,
 - 2. The Program must be FS,
 - 3. The Claim Balance must be greater than zero,

Calculation of the balance in EPICS for the FNS case is completed by determining the oldest claim for all debtors that are associated with the particular FNS case.

- a. If the oldest claim is IPV, the balance is the sum of all IPV claims.
- b. If the oldest claim is AE, the balance is the sum of AE, IHE, and SIE claims.
- c. If the oldest claim is IHE, the balance is the sum of AE, IHE, and SIE claims.
- d. If the oldest claim is SIE, the balance is the sum of AE, IHE, and SIE claims.

- 4. The Claim has not been deleted,
- 5. The Claim Category must be IPV, IHE, AE, or SIE,
- 6. The Claim Substantiation Method is not S or D,
- 7. The Letter of Overissuance date must be the current date minus ten (10) work days (business days).
- 8. The claim must be delinquent:
 - a. Identify all payments made in the last sixty (60) days,
 - b. Payments not considered are: AJCA, AJCD, AJCI, AJUC, EX, EB, FSC, R, LR,
 - c. All payments that are considered, C, O. S, N, CN, T, CT, are added together,
 - d. All adjustments that are considered, which is ADJ, are added together,
 - e. The sum of all considered payments minus the sum of all considered adjustments equals the net payment,
 - f. If the net payment is greater than zero, the person is not delinquent.
- B. EPICS determines all claim debtors for the claims identified and determines from the Common Data Database (CNDS) which debtors are included in an active Food and Nutrition Services case. In addition, the claim debtors must meet the following criteria:
 - 1. The Claim Debtor is not deleted,
 - 2. The Claim Debtor Food Stamp Appeal indicator is not 'X',
 - 3. The Claim Debtor Repayment Approach is 'R', if the claim has a criminal judgement,
 - 4. The Claim Debtor Repayment Approach is 'R', if the Claim Category is IPV and the Substantiation Method is A, S, or D,
- C. EPICS sends to NCFAST the case ID for the active Food and Nutrition Services case, the claim category, and the claim balance for each debtor in the active Food and Nutrition Services case. Based on the claim category, FSIS uses the appropriate

percentage to recoup from the FSIS case.

D. EPICS posts Food and Nutrition Services recoupments the last work night of the month, and posts recoupment money to the claims sorted by the oldest establishment date and referral ID. The recoupment amount is divided equally among all debtors who are in the active Food and Nutrition Services case from which the recoupment came. It is possible that a recoupment may come from a Food and Nutrition Services case in County A to pay on a claim in County B. This could occur when a debtor on a referral is owned by one county is receiving Food and Nutrition Services benefits in another county.